

From: b.l.rosenberg
To: Dept of Justice
Date: 1/14/02 12:30pm
Subject: Material relevant to DOJ Antitrust Suit Against Microsoft

Monday, January 14, 2002

Dear Department of Justice,

The following email describing a restriction of browser choice by AT&T Worldnet forcing Microsoft's browser on its customers was sent to AT&T today, Monday, January 14, 2002. It is further evidence of Microsoft's pervasive and dominating influence on the PC that kills competition and impoverishes consumer choices.

Please do something to restrict Microsoft's monopoly.

Thank You

Bruce L. Rosenberg

Here is the letter:

Monday, January 14, 2002

Jerry G., AT&T Support Person,

I find AT&T's answer to the following question quite unsatisfactory.

"> Question:

>

> Why does my browser automatically launch when I connect even though I disabled that feature? How do I stop it?

>

> Answer:

>

> At this time, there is no way to disable this feature."

This "feature" could be a bug (a programming oversight), because there is/was a check box in the options/advanced to uncheck "Launch Internet Explorer". Checking or unchecking this box no longer has any effect. Microsoft Internet Explorer launches whether you want it or not!! Gates rules!!!

This "feature" could also have been implemented due to the fact that Microsoft now has such power over the once mighty AT&T that they must bow before them and do their bidding. I believe that Congress and the

Justice Department should be made aware of this situation since it is relevant to the anti-monopoly case against Microsoft. It could be considered a restriction of browser choice by AT&T forcing Microsoft's browser on its customers.

In any event, one hopes that this "feature" will soon be "updated" with an improvement which will once again allow AT&T Worldnet ISP customers to chose -not- to launch Microsoft Internet Explorer once the connection is made.

Is such an update in the works? If so, when I might expect to receive it?

Is there any way for me to go back to my previous version of Worldnet software?

I feel that I should receive free internet service until this "feature" is corrected.

Please respond ASAP. Thanks.

Very sincerely,

Bruce L. Rosenberg

ehelp@att.net wrote:

>

> Dear Bruce ,

>

> I received your email concerning our Auto Update. The main objective for this update is to remove the on-screen toolbar that is part of your price plan. There are other changes as well:

>

> ? Addition of a prompt that tells you that you have been idle for 25 minutes

> ? Auto-start of your browser software

> ? A bug fix to support 10-digit dialing.

>

> After you select "yes" to this update, just follow the prompts you see on your screen. The update will not be applied immediately, but only after you re-start your computer.

> I have provided answers below to other questions we're getting about this change. I apologize for any inconvenience this change has caused.

>

> Sincerely,

>

> Jerry G.

>

> Question:

>

> Why does my browser automatically launch when I connect even though I disabled that feature? How do I stop it?

>
> Answer:
>
> At this time, there is no way to disable this feature.
>
> Question: Every time I sign on, I get the Auto Update. How do I stop it?
>
> Answer:
>
> The auto update doesn't install itself until you re-start your computer. If you do not re-start, you will be prompted each time you log on. If you choose not to install the Auto Update by saying "no" when asked, you will be prompted again the next time you log on.
>
> ----- Bruce Wrote -----
> formID: 10
> Category: Web browsers
> First_Name: Bruce
> Last_Name: Rosenberg
> Computer_Type: Desktop computer
> OS: Microsoft Windows 98
> Browser: Netscape Communicator
> Error_Message: no error message
> Question: Dear AT&T Worldnet Representative,
>
> After "updating" my AT&T Worldnet ISP connection software yesterday
> (1/7/02), Microsoft Internet Explorer launches even though it is
> unchecked on the Options/Advanced window. I am a Netscape 4.79 user.
> Netscape still launches, but Internet Explorer launches first.
>
> I want to know how to stop MS Internet Explorer from launching.
>
> If you cannot help me, I will be forced to find a new ISP, since I abhor
> the loss of my choices due to Microsoft's monopoly on the PC. I refuse
> to be forced to use Internet Explorer by my Internet Service Provider,
> which is apparently what AT&T have done with this latest Worldnet
> "update". This update was certainly not an upgrade, it was not obvious
> to me that any speedup or other improvements occurred after my updating.
>
> All I received in response to the above was an automated response telling me about the plan
switch-over, where the 7/7 or whatever was switched-over to a different plan. I never had the cheap plan
with enforced advertising. I had and still have the more expensive plan, \$15/150hours, so I should not
have had to update my Worldnet AT&T software. I am angry at having to deselect Internet Explorer
each time I get online so I can use Netscape 4.79.
>
> I have emailed my complaint letter to everyone on my mailing list to broadcast my dissatisfaction
with Worldnet ISP.
>
> Thank You,
>

> Bruce L. Rosenberg, no longer a satisfied customer of AT&T Worldnet!!